

## **REVENUE MANAGER**

### *Class Definition*

Under direction, plans, organizes, and directs the activities of the Utilities, Billing and Collection Division of the Department of Administrative Services.

### *Distinguishing Characteristics*

The Revenue Manager is a division head in the Department of Administrative Services responsible for directing the activities of the Utilities, Billing and Collection Division. The majority of City revenues are processed through this Division and direct billings for locally collected revenues are performed by Division personnel. Reporting to the Assistant Director, the incumbent exercises considerable independent judgement relating to the development, revision, and implementation of the Division's policies, procedures, and collection systems. This is an unclassified position in which the incumbent serves at the will of the Director of Administrative Services.

### *Typical Tasks*

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Plans, organizes and directs, through subordinate supervisors, the activities of the Utilities, Billing and Collection Division of the Department of Administrative Services.

Evaluates operational policy and procedures; recommends and implements improvements.

Works with executive staff and supervisors in determining feasibility and procedures necessary to coordinate billing, collections and accounting procedures based on the needs of user departments and divisions.

Keeps informed on resolutions and ordinance additions and changes pertaining to revenue collection matters; suggests and implements improvements in ordinances and regulations.

Analyzes and reviews methods, procedures, and forms; develops improved billing and collection systems.

Renders decisions on billing collection administration problems confronting other departments, and on license.

Develops, modifies, and implements procedures to maintain quality control, accuracy, timeliness and code compliance associated with the billing and processing functions being conducted.

Supervises the preparation of regular and special studies and reports.

Prepares and controls the Division budget.

Performs related duties as required.

*Knowledge, Abilities, and Skills*

Knowledge of modern fee collection techniques including utilization of computerized billing systems (HTE) for billing, collection, reporting and delinquency follow-up.

Knowledge of word processing and extensive knowledge of computer systems and procedures.

Knowledge of modern leadership and supervisory management techniques and budgetary procedures.

Knowledge of modern motivational techniques and strategies needed for a large, diverse workforce.

Ability to interpret and implement provisions of municipal ordinances and regulations pertaining to utility services, such as water, sewer and disposal.

Ability to plan, assign, and coordinate the work of the Division's employees performing complex assignments relative to operations and office procedures.

Ability to apply a strong emphasis on customer service balancing the legal requirements of the Fresno Municipal Code with the unique circumstances each potential customer brings.

Ability to develop office procedures and policies that promote good customer and employee relations.

Ability to establish and maintain effective working relationships.

Ability to communicate orally and in writing.

Ability to apply professional billing and collection principles, knowledge, and skills to the maintenance of complex accounts and records.

Ability to understand that citizens, Public Utilities, and the City Council are all "customers".

*Minimum Qualifications*

Graduation from an accredited college or university with a Bachelor's degree in business administration, public administration, finance, accounting or related field, and three years of administrative experience at progressively responsible levels. Additional qualifying experience may be substituted for education on a year-for-year basis.

*Special Requirement*

A valid California Driver's License may be required at time of appointment.

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_

MG:JC:CW:NAT:03/06/01